CLAIMS

1.   A method comprising

storing information about policies or programs of an enterprise that are to be implemented by a manager of the enterprise, the policies or programs being associated with events in the operation of the enterprise, and

delivering for display to the manager on a user interface, a portion of the information that has been selected based on a current context in which the manager is working.

2.   The method of claim 1 in which the policies or programs are associated with human resources events.

3.   The method of claim 1 in which the current context comprises occurrence of one of the events.

4.   The method of claim 3 in which the event comprises a human resources event associated with an employee who reports to the manager,

5.   The method of claim 1 in which the current context comprises information associated with the manager.

6.   The method of claim 5 in which the information associated with the manager includes at least one of: the manager's responsibilities, the manager's experience, the manager's demographic characteristics, and characteristics of the employees that report to the manager.

7.   The method of claim 1 in which delivering the portion of the information to the manager comprises serving the information through a web browser.

8.   The method of claim 1 also including

enabling the manager to control interactively which portion of the information is delivered.

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9.   The method of claim 1 in which the information that is delivered includes general information and policy statements and

the method also includes identifying the policy statements in a visually distinct way in the user interface.

10.   The method of claim 1 in which the portion of the information is associated with an action to be taken by the manager.

11.   The method of claim 10 in which the information includes descriptions of milestones associated with the action.

12.   The method of claim 10 in which the information includes descriptions of tasks that are part of the action.

13.   The method of claim 1 in which the portion of the information includes information about employees who report to the manager.

14.   The method of claim 1 also including

enabling the manager to confirm that he has taken a required step with respect to the portion of the information.

15.   The method of claim 14 in which the step comprises reading the portion.

16.   A method comprising

storing information about policies or programs of an enterprise that are associated with human resource events of employees who report to a manager and are to be implemented by the manager,

serving for display to the manager through a web browser, a portion of the information that has been selected based on a current context in which the manager is working,

the current context including at least one of: occurrence of one of the events, the manager's responsibilities, the manager's experience, and characteristics of the employees that report to the manager,

the portion of the information being associated with an action to be taken by the manager, the information including at least one of: descriptions of milestones associated with the action, descriptions of tasks that are part of the action, or information about employees who report to the manager, and

enabling the manager to control interactively which portion of the information is delivered and to indicate that he has read the portion.

17.   A medium bearing instructions to cause a machine to

store information about policies or programs of an enterprise that are to be implemented by a manager of the enterprise, the policies or programs being associated with events in the operation of the enterprise, and

deliver for display to the manager on a user interface, a portion of the information that has been selected based on a current context in which the manager is working.

18.   Apparatus comprising

storage to hold information about policies or programs of an enterprise that are to be implemented by a manager of the enterprise, the policies or programs being associated with events in the operation of the enterprise, and

a communication medium to deliver for display to the manager on a user interface, a portion of the information that has been selected based on a current context in which the manager is working.

19.   A method comprising

enabling a user to author content about policies or programs of an enterprise that are to be implemented by a manager of the enterprise, the content being associated with events in the operation of the enterprise,

storing the authored content in a manner that enables delivery of the content for display to a manager on a user interface, and

enabling a choice of which content will be delivered based on a current context in which the manager is working.

20.   The method of claim 19 in which the authored content is stored in a manner that enables the delivery of content for a given event independently of content for other events.

21.   The method of claim 19 in which the user is enabled to author content for an event in a word-processing type interface that has a visual appearance similar to one that is displayed to the manager.

22.   The method of claim 19 in which the author is enabled to organize the authored content by event.

23.   A medium bearing instructions to cause a machine to:

enable a user to author content about policies or programs of an enterprise that are to be implemented by a manager of the enterprise, the content being associated with events in the operation of the enterprise,

store the authored content in a manner that enables delivery of the content for display to a manager on a user interface, and

enable a choice of which content will be delivered based on a current context in which the manager is working.

24.   Apparatus comprising

an authoring interface to enable a user (a) to author content about policies or programs of an enterprise that are to be implemented by a manager of the enterprise, the content being associated with events in the operation of the enterprise, (b) to store the authored content in a manner that enables delivery of the content for display to a manager on a user interface, and (c) to enable a choice of which content will be delivered based on a current context in which the manager is working.

25.   A method comprising

accumulating information about usage by a manager within an enterprise of information about policies or programs of an enterprise that are to be implemented by the manager, the policies or programs being associated with events in the operation of the enterprise, and

making the usage information available to a compliance employee of the enterprise for analysis.

26.   The method of claim 25 in which the usage information is made available as a compliance report displayed by a browser to the compliance employee.

27.   The method of claim 25 in which the usage information is made available as a usage report.

28.   The method of claim 27 in which the policies or programs information is organized by events in the operation of the enterprise, and the usage information includes a usage report that shows usage by managers according to the events.

29.   The method of claim 27 in which the events include human resources events.

30.   The method of claim 27 in which the usage information is indicative of whether the manager has read the policies or programs information.

31.   A medium bearing instructions to cause a machine to:

accumulate information about usage by a manager of an enterprise of information about policies or programs of an enterprise that are to be implemented by the manager, the policies or programs being associated with events in the operation of the enterprise, and

make the usage information available to a compliance employee of the enterprise for analysis.

32.   A method comprising

enabling a user to author content about policies or programs of an enterprise that are to be implemented by a manager of the enterprise, the content being associated with events in the operation of the enterprise, the content for different events being authored and stored independently, the content including original nouns or other words or phrases or descriptions that are used repeatedly and consistently, and

enabling the user to define substitute nouns to replace automatically all of the original nouns or other words or phrases or descriptions in all of the content for different events that is distributed to the manager through a user interface.

33.   A method comprising

displaying to a manager of an enterprise, information about policies or programs of an enterprise that are to be implemented by the manager of the enterprise,

enabling the manager to confirm electronically that he has read the displayed information, and

delivering the electronic confirmation to a compliance employee of the enterprise for analysis.